



Spring 2021 Internship Proposals

OFFICE/DEPARTMENT NAME: Maricopa County Department of Transportation

OFFICE/DEPARTMENT WEBSITE: <https://www.maricopa.gov/5307/Transportation-MCDOT>

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

Communications is a broad field, but communicating for transportation projects is a specific niche. A successful candidate will be able to understand large, often technical concepts and translate those using terms that the public will understand. As a MCLEAPS Intern with the MCDOT Communication team, the intern will be actively researching and writing content for use with the public. This will include:

- Thoughtful fact-sheets that provide overviews on MCDOT initiatives
- Interesting and eye-catching social media posts which will help tell the MCDOT story
- Building media lists and stakeholder contact information
- Partnering with an experienced team of professionals to make the most of MCDOT's social media presence
- Work with team members to do community outreach project of intern's choice
- Participate in the standardization of work products.

The MCDOT Communications team are experienced professionals who get things done with a smile. Working with the team the intern will learn strategies and be able to transfer them to real-world experience. In preparation to be a good communicator, the intern will understand their project, organization and the community served. This internship will help you build the skills needed, where 'the rubber literally meets the road.'

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

Coursework in journalism, technical writing or public relations and knowledge of basic graphic design will be helpful background for the intern working on these projects. Candidate should have excellent listening skills and the ability to follow through on assignments, or be deadline-driven.

OFFICE/DEPARTMENT NAME: Maricopa County Facilities Management Department

OFFICE/DEPARTMENT WEBSITE: <https://mymc.maricopa.gov/248/Facilities-Management>

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

Intern will assist Construction Manager for various projects. Intern will obtain knowledge of construction means and methods, construction schedules, schedule of values, payment procedures, change order reviews, owner site management and coordination activities. Project Manager responsibilities may also be taught and used.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

This internship is a field position. The selected intern must want to learn and gain field experience from the owner's perspective, working on active construction sites.

OFFICE/DEPARTMENT NAME: Maricopa County Emergency Management

OFFICE/DEPARTMENT WEBSITE: ready.maricopa.gov

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

Project Scope: Selected MCLEAPS Intern will be part of the Radiological Emergency Preparedness section of Emergency Management. Intern will actively participate in full-scale exercise planning with Federal, State, local, and non-government partners. Intern will review and assist in developing County emergency plans and procedures. Intern will spend 50% of the time serving in the Planning Branch of a real-world County Emergency Operation at the Unified Command Center assisting in County-wide Coronavirus response and recovery. Intern will assist the Communications Coordinator in the development of emergency public information response and preparedness through social media postings on Department social media accounts.

Outcomes: Familiarization with roles and responsibilities of an Emergency Service Planner, training and comprehension on Department plans and procedures to respond to real-world emergencies, sharpen public information and communication skills through emergency public information development to community stakeholders.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

Preference for Emergency Management graduate students. Interested undergraduate students should apply. FEMA Professional Development or other FEMA Incident Command System courses are helpful. The MCDEM team seeks students who are knowledgeable and motivated to work in Emergency Management.

Desired skill sets include communications, public speaking, social media, and teamwork, and a successful candidate will also demonstrate punctuality and the ability to work in stressful conditions in real-world emergencies.

OFFICE/DEPARTMENT NAME: Maricopa County Human Services

OFFICE/DEPARTMENT WEBSITE: <https://www.maricopa.gov/5270/Human-Services>

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES

Research financial and budget best practices with other County/State departments, with an emphasis on Health and Human Services. Intern will aid in the creation of new financial forms, templates and manual guides.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

Interest in government finance and budgeting. Financial and budget knowledge through coursework or experience.

OFFICE/DEPARTMENT NAME: Maricopa County Office of Procurement Services

OFFICE/DEPARTMENT WEBSITE: maricopa.gov/procurement

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

The Intern will work with Maricopa County procurement professionals on all aspects of procurement; contract negotiations, contract building, solicitations and awards. The intern will learn the inner workings of all County departments and working to meet their short and long-term needs.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

OPS is seeking a highly motivated individual who would like to gain knowledge and experience working in a dynamic and diverse contract environment within the 4th largest County in the United States. Supply Chain Management major or studies are preferred, but NOT required. We encourage all interested students to apply for this rewarding experience.

OFFICE/DEPARTMENT NAME: Maricopa County Judicial Branch**DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:**

The Judicial Branch of Arizona in Maricopa County (JBAZMC) is the fourth largest trial court in the U.S., serving a population greater than four million residents. The Court is nationally recognized for its innovative programs created to better serve the public. Annually, approximately 163,000 cases are filed in Superior Court in Maricopa County. JBAZMC provides a unique learning environment for individuals interested in court data ranging from criminal to probate/mental health to taxes. There is a significant amount of collaboration that occurs between the JBAZMC and other public agencies, as well as community partners. The intern will have the opportunity to be involved in multiple projects that provide meaningful data and information to measure success and identify areas for improvement.

Potential projects include:

1. The intern will assist in compiling information to report on performance measures for the Department's strategic goals.
 - a. Educational Outcomes: This project will expose the intern to the elements of a strategic plan and the strategies involved with collecting and reporting data on key performance measures. The intern will develop an understanding of the importance of being strategic, and in using the information to make data-driven decisions that inform department policies and operations.
 - b. Project Outcomes: Maintain ongoing data collection and reporting on key performance measures for strategic goals.
2. Assist with the routine activities of the Data Integrity and Analytics Department.
 - a. Educational Outcomes: The Data Integrity and Analytics Department of JBAZMC provides significant support to the Executive Management team. Routine responsibilities of the Division include compiling and reporting on monthly statistics to, conducting stakeholder satisfaction surveys, and preparing publications such as the annual report to the Administrative Office of the Courts. At any given time, the department is also involved in several public information requests or internal research projects on topics of interest and value to the department. The intern will be exposed to aspects of project management associated with all Division projects including participation in meetings, problem-solving, data collection and reporting. The intern will also learn about the importance of meeting critical deadlines.
 - b. Project Outcomes: The intern will provide support to staff in the Data Integrity and Analytics Department throughout the projects.
3. Assist in ongoing data quality projects
 - a. Educational Outcomes: The JBAZMC is a data-driven organization that relies heavily on data to make informed decisions regarding case-flow management of cases. It is critical to the department that the data maintained in department databases is accurate and of high quality. The intern will assist in projects designed to ensure the ongoing quality of the data used in department reports that go to both internal and external stakeholders. The intern will learn quality assurance processes and valuable communication skills as necessary changes are communicated to staff.
 - b. Project Outcomes: The intern will provide support to the Data Integrity and Analytics Department staff to ensure high levels of data quality are maintained. This will provide the intern a unique opportunity to be exposed to all the different roles and responsibilities within the Data Integrity and Analytics Department and have the opportunity to observe the variety of job functions within the Division.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

While many of the programs within the Watts College of Public Service and Community Solutions are relevant to this position, this internship is not limited to individuals seeking those degrees.

These interests and skills are most relevant for a candidate to be successful in performing this work:

- good verbal and written communication skills
- interest in data - including conducting analysis of quantitative data and using data to help make informed decisions
- open to learning; can work independently when given direction and be part of a team; professionalism - timeliness, appearance, etc.

Overall, we seek someone who has a genuine interest in the work of the Judicial Branch of Arizona in Maricopa County.

OFFICE/DEPARTMENT NAME: Maricopa County Sheriff's Office**OFFICE/DEPARTMENT WEBSITE:** <https://www.mcso.org/>**DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:**

The intern will assist with numerous projects but in particular the Device Refresh Project. This is a county initiative that replaces hardware every five years. Laptops and desktops need to be imaged, specialty software installed, desktops and laptops replaced, hardware installed, printers remapped, profiles moved, customer training, and more. The intern will also assist with salvaging equipment, documenting items requiring destruction, degaussing hard drives, and more.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

- Highly technical, experience troubleshooting hardware and software
- Focused on customer service, ability to work with customers of varying technical levels/aptitude, ability to explain complex technical matters to non-technical customers,
- Driven, self-motivated, ability to work with limited direction/supervision
- Willing to learn, patient
- Exceptional written and verbal skills, ability to carefully document detailed troubleshooting steps, write documentation

OFFICE/DEPARTMENT NAME: Maricopa County Sheriff's Office - Judicial Enforcement Division**OFFICE/DEPARTMENT WEBSITE:** www.mcso.org**DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:**

The primary duties of the intern would include, but not be limited to:

- Adding, deleting, and updating billing records in Excel spreadsheets
- Researching the adjudication of Civil, Family Court, Tax, and Probate cases in iCIS
- Invoicing customers in CivilServe, the Civil Process software
- Updating billing information in CivilServe
- Mailing invoices and filing documents

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

A basic working knowledge of Excel. Candidates seeking degrees in Business, Accounting, Criminal Justice Studies, Paralegal and Legal studies would benefit from this work-learning opportunity.

OFFICE/DEPARTMENT NAME: Maricopa County School Superintendent (MCSS)**OFFICE/DEPARTMENT WEBSITE:** <http://schoolsup.org>**DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:**

The Intern will assist the Director of Government & Public Relations with the 2021 legislative agenda and efforts of the office at the Arizona Legislature. The intern will also assist with other intergovernmental relationship activities including state, county and local school district entities. The intern will support public and media relations events. The intern should also expect other MCSS experiences such as data research, MCSS community outreach, elections and a variety of other MCSS functions.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

Candidates for the internship should be organized and be able to write and communicate well. Student should have basic knowledge and understanding of public policy and advocacy, government operations/protocols/processes or public, social or media relations.

OFFICE/DEPARTMENT NAME: Maricopa County Sheriff's Office **Technology Bureau #1**

OFFICE/DEPARTMENT WEBSITE: <https://www.mcso.org/>

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

1. Help in identifying and documenting the current legacy applications/processes (like MS Access based systems) within MCSO Tech Bureau.
2. Contribute in design and development of POA systems and building SQL stored procedures, SSRS reports.
3. Contribute in testing activities by writing test cases and test execution. Document the testing outcomes.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

Candidate with MS .Net knowledge will be a plus

OFFICE/DEPARTMENT NAME: Maricopa County Sheriff's Office **Technology Bureau #2**

OFFICE/DEPARTMENT WEBSITE: <https://www.mcso.org/>

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

The responsibilities of a Project Management Intern revolve around working to assist project managers and other members of a project management team. The intern's exact duties in this position may depend on the type of project on which intern works. Intern will prepare or file documents related to the project, and collect and collate data to track performance or efficiency. Some project managers may ask intern for input into the organizational aspects of project management, while others may assign intern research tasks to find information and data that they can use for project planning.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

Ability to work independently as well as part of a team Effective oral and written communication skills Able to work with minimal supervision PC Skills: Excel, Word, SharePoint, Visio, Teams.

OFFICE/DEPARTMENT NAME: Maricopa County Sheriff's Office **Technology Bureau #3**

OFFICE/DEPARTMENT WEBSITE: <https://www.mcso.org/>

DESCRIPTION OF THE PROJECT SCOPE & INTENDED OUTCOMES:

Technology Automation Intern will work with the technology bureau to improve the deployment of Server and Endpoint Operating Systems by introducing new automated solutions. Work will require an analytical approach to capture the current operating system needs for both servers and endpoints by interacting with infrastructure teams, application teams, and end users. The project work will need to address patching requirements both operating system and firmware, along with a consideration for security best practices. In the end there will be a new automation process created utilizing purchased or created software that will allow MCSO Technology Bureau to quickly deploy, secure and patch operating systems for the 4th largest sheriff's office in the U. S.

PREFERENCE INFORMATION - DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILL SETS:

IT studies in disciplines such as security, development/programming, hardware understanding, windows server and client services would provide a good background knowledge for this project.